

Nashville VBA Regional Office

UTVA Report

December 2012

Veterans Service Center (VSC)

1. Accomplishments for FY 2012
 - a. Increased quality of rating-related claims from 86.7% to 91.4%
 - b. Completed 30,358 rating-related claims
2. New Initiatives for FY 2013
 - a. Held kick-off for VBA Transformation
 - b. Implement Veterans Benefits Management System (VBMS)
 - i. Standardizes disability compensation claims processing through a web-based paperless system
 - c. Implement Appeals Design Team
 - i. Restructures the appeals process to provide more timely resolution than the traditional appeals process

Vocational Rehabilitation & Employment (VR&E)

1. New Staff Members
 - a. Added two Vocational Rehabilitation Counselors (VRC) at the Nashville office
 - b. Added one VRC at the Clarksville office
 - c. Added one VRC at the Integrated Disability Evaluation System (IDES) office at Ft. Campbell
2. Events
 - a. Grand Opening of Military Service Center at MTSU
 - i. On November 14, 2012, the Military Service Center located at Middle Tennessee State University (MTSU) celebrated its grand opening. Ruth Fanning, VR&E Service Director, came for the opening. The center, known as the Vet Success on Campus program, provides outreach services to approximately 1,200 Veterans enrolled at MTSU. Two student Veterans assisting with the Vet Success on Campus program received special recognition for their work in the program.
3. Accomplishments
 - a. VR&E placed 14 Veterans in full-time positions with contractors for the Department of Energy Oakridge nuclear facility utilizing the Special Employer Incentive benefit which pays 50% of the Veteran's employment costs for the first six months of employment.

Nashville Call Center (NCC)

1. Accomplishments for FY 2012
 - a. The NCC is the first Call Center in the Nation to fully deploy the new Customer Relationship Management (CRM) Unified Desktop program. The CRM program helps increase quality and accuracy of the information we give to Veterans by streamlining multiple programs into one unified information system.
 - b. During FY 2012, the NCC added 60 new Public Contact Representatives to better serve our Veterans
 - c. During FY 2012, the NCC answered **604,564** calls. Nationwide, the Call Centers answered **4,620, 937** calls.